



Q.4	(a) Explain call centre set up and functions (b) Explain various skills of manager.	(7) (7)
<b>OR</b>		
Q.4	(a) Who is a manager? Explain the role of manager in detail (b) Discuss functions of attitude	(7) (7)
Q.5	Write Short Note (Any two) 1. Functions of Manager 2. Mission, Vision and Goal 3. Styles of Leadership	(14)